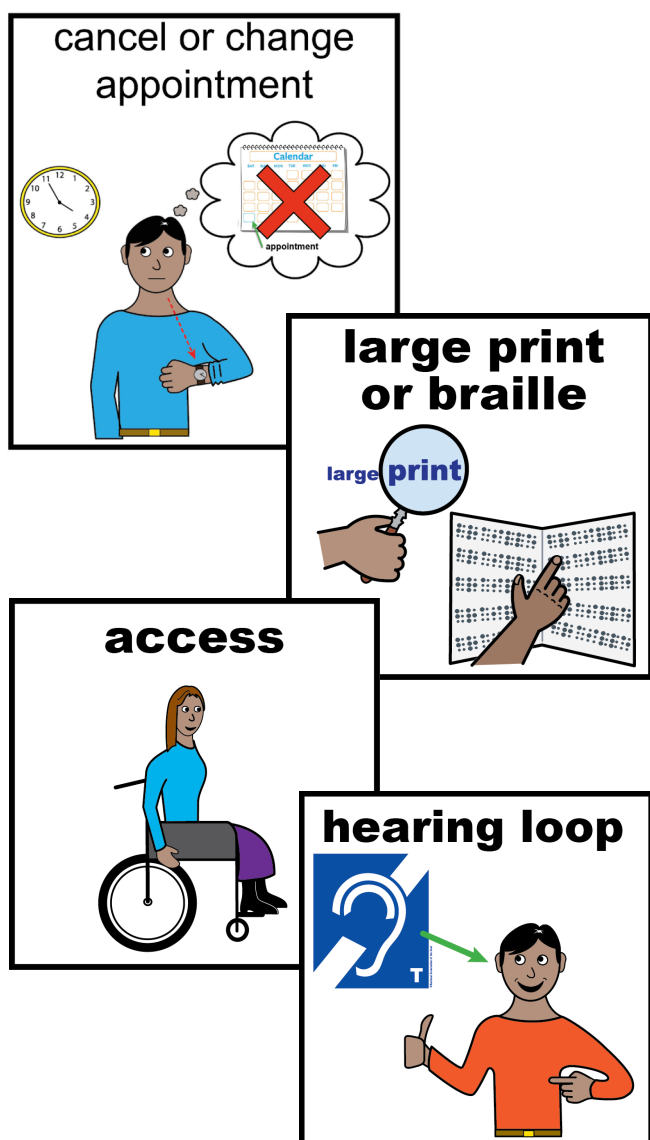


# Sending hospital appointment letters using the Patient Portal

## Information for patients



The first time you use the Patient Portal, you will be asked some questions.

- How do you want your hospital letters sent to you? By post or online.
- Do you have accessibility needs? Tell us if:
  - you have a hearing impairment
  - you have problems with your eyesight
  - you need your letters in a different format, such as Easy Read, Braille, or large print
  - you have access needs when coming to your appointment.

01 Communication Preferences 02 Accessibility Preferences 03 Postal Address 04 Setup Complete

How would you like us to communicate with you?

Paperless Your letters will be made available via our online portal. We'll send you an email whenever there is a new letter for you to read. You may receive letters occasionally, learn more in our FAQs.

Post We'll dispatch all of your letters in the post.

Next

## Step 1

Select how you want your hospital appointment letters sent to you.

- By post, or
- paperless (online).

Click **Next**.

## Step 2

Tell us if you have any accessibility needs.

Do you need support at your hospital appointment?

Accessibility Preferences

Are you hearing impaired?

No  Yes

→ Please select the elements that apply to you.

I lip read

I use a Hearing Aid

I use a Hearing Loop

I use Makaton

I use British Sign Language

I require a visual alert

## Are you hearing impaired?

If you click **Yes**, this list will appear. Select one or more of the options.

If you click **No**, go to the next question.

Are you visually impaired?

No  Yes

→ Please select the statements that apply to you.

- I require information verbally
- I require a third party to read out written information
- I require an audible alert
- I require a tactile alert

## Are you visually impaired?

If you click **Yes**, this list will appear. Select one or more of the options.

If you click **No**, go to the next question.

Do you require letters in an accessible format?

No  Yes

→ What format do you require your written communications in?

- Easyread
- Large Font
- Braille

## Do you need your letters sent in an accessible format?

If you click **Yes**, this list will appear. Select one or more of the options.

If you click **No**, go to the next question.

Do you have any accessibility requirements when attending appointments?

No  Yes

→ Please select the statements that apply to you.

- I use a Personal Passport
- I use a communication card
- I need someone to attend appointments with me.

→ Who do you require at your appointments?

- A citizen advocate
- A legal advocate
- A speech to text reporter
- A manual note taker
- A lipspeaker
- I need an interpreter

→ What type of interpreter do you require?

- A Sign Supported English interpreter
- A Makaton Sign Language interpreter
- A British Sign Language interpreter
- A Deafblind interpreter

## Do you have any accessibility needs when coming to your appointment?

If you click **Yes**, this list will appear. Select one or more of the options.

If you click **No**, go to the next question.

Communication Preferences ✓ Accessibility Preferences ✓ **03 Postal Address** 04 Setup Complete

Please confirm your postal address

Is this your current postal address?

Jane Smith  
123 High Street  
Canterbury CT1 3NG

Yes  No

Back Next

## Step 3

Confirm your address is correct.

Click **Yes** or **No**.

Click **Next**.

Communication Preferences ✓ Accessibility Preferences ✓ Postal Address ✓ **04 Setup Complete**

Account Setup Complete!

✓ Thank you for providing us with your communication and accessibility preferences.  
You can update your preferences at any time in your [Account](#).  
As you have opted for Paperless communication, you will now be able to view your letters [here](#).

We would love to have your feedback regarding this new service. We are inviting patients to complete a brief online survey to tell us what they think. The process is anonymous and will take around 5 minutes.

**Are you happy for us to email you a link to the survey?**

Yes  No

Get started →

## Step 4

Are you happy to fill in a survey about the Patient Portal?

Click **Yes** or **No**.

Communication Preferences ✓ Accessibility Preferences ✓ Postal Address ✓ **04 Setup Complete**

Account Setup Complete!

✓ Thank you for providing us with your communication and accessibility preferences.  
You can update your preferences at any time in your [Account](#).  
As you have opted for Paperless communication, you will now be able to view your letters [here](#).

We would love to have your feedback regarding this new service. We are inviting patients to complete a brief online survey to tell us what they think. The process is anonymous and will take around 5 minutes.

**Are you happy for us to email you a link to the survey?**

Yes  No

Get started →

## Step 5

Click **Get started**.

The Patient Portal will open.

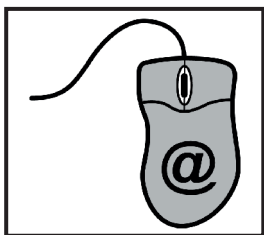


## Our Patient Advice and Liaison Service (PALS) can help you.

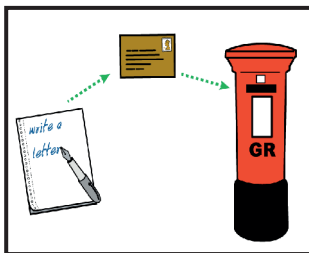
You can ask a question or tell them if you are unhappy about something.

- **Phone:** 01227 78 31 45

The team can phone you back.



- **Email:** [ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net)



- **Post:** Patient Advice and Liaison Service (PALS), Trust Offices  
Kent and Canterbury Hospital  
Ethlebert Road, Canterbury  
CT1 3NG

Created together with people with a communication need,  
the experts by experience

